**Lampiran 1. Kuesioner**

**DAFTAR KUESIONER**

**Pengaruh Persepsi Kualitas Layanan Dan Kepuasan Konsumen Terhadap Keputusan Pembeli Ulang di Minimarket Alfamart cab SM Raja Medan”**

Dengan hormat,

Guna menyusun proposal dalam rangka memenuhi syarat untuk dapat menyelesaikan program pendidikan S1 pada Fakultas Ekonomi Universitas Muslim Nusantara Al-Washliyah Medan, jadi diperukan data-data dan informasi – informasi yang mendukung kelancaran penelitian ini .

Demi tercapainya tujuan penelitian ini, maka penyusun memohon kesedian dari saudara/I untuk membantu mengisi kuesioner atau daftar penyataan yang telah disediakan.

Kemudian atas kesedian saudara/i yang telah meluangkan waktunya untuk mengisi kuesioner penelitian ini, penyusun mengucapkan banyak terima kasih.

Hormat saya,

**Zulfahmi Siregar**

**KUESIONER**

**NO.**

* + 1. **Identitas Reponden**

Berilah tanda silang (X) pada pertanyaan tentang karakteristik responden dibawah ini :

1. Jenis kelamin :
   1. Laki-Laki
   2. Perempuan
2. Usia :……… tahun
3. Tingkat pendidikan
   1. SMA/SMK
   2. D1/D3
   3. S1
   4. S2
4. Pekerjaan
   1. Karyawan Swasta
   2. PNS / TNI
   3. Wiraswasta
   4. IRT (Ibu rumah tangga)
      1. **Petunjuk Pengisian Kuesioner**

Berilah tanda check list (√) pada jawaban yang paling sesuai pendapat anda pada kolom yang tersedia. Setiap responden hanya diperbolehkan memilih satu jawaban.

Penilaian dapat anda lakukan berdasarkan skala berikut :

|  |  |
| --- | --- |
| **Keterangan** | **Nilai** |
| Sangat Setuju (SS) | 5 |
| Setuju (S) | 4 |
| Kurang Setuju (KS) | 3 |
| Tidak Setuju (TS) | 2 |
| Sangat Tidak Setuju (STS) | 1 |

**Apakah Bapak / Ibu Sudah Mempunyai Kartu Member Alfa Mart ?**

**YA**

**TIDAK**

* + 1. **Daftar Pertanyaan**

**Variabel X1 (Kualitas Layanan)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Pertanyaan** | **SS** | **S** | **KS** | **TS** | **STS** |
| **Keandalan** | | | | | | |
| **1.** | Menurut saya alfamart memberikan layanan sesuai dengan segera dan memuaskan |  |  |  |  |  |
| **Daya tanggap** | | | | | | |
| **2.** | Staff pegawai alfamart membantu para pelanggan dengan sigap |  |  |  |  |  |
| **Jaminan** | | | | | | |
| **3.** | Pengetahuan para staff karyawan alfamart memiliki pengetahuan dan kompetensi yang baik |  |  |  |  |  |
| **Perhatian** | | | | | | |
| **4.** | Para karyawan alfamart tulus melayani pelanggan dengan baik |  |  |  |  |  |

**Variabel X2 (Kepuasan Konsumen)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Pertanyaan** | **SS** | **S** | **KS** | **TS** | **STS** |
| **Perasaan puas** | | | | | | |
| **1.** | Saya Merasa Puas Berbelanja Di Alfamart |  |  |  |  |  |
| **Terpenuhinya Harapan Pelanggan Setelah Membeli Produk** | | | | | | |
| **2.** | Alfamart Memenuhi Harapan Saya Ketika Berbelanja |  |  |  |  |  |
| **Selalu Membeli Produk** | | | | | | |
| **3.** | Saya Selalu Membeli Produk Kebutuhan Saya Di Alfamart |  |  |  |  |  |
| **Kesesuaian Harapan** | | | | | | |
| **4.** | Keinginan Yang Saya Harapkan Ketika Berbelanja Di Alfamrt Sesuai Dengan Yang Saya Harapkan |  |  |  |  |  |
| **Minat Berkunjung Kembali** | | | | | | |
| **5.** | Saya Akan Terus Berbelanja Kebutuhan Saya Di Alfamart |  |  |  |  |  |
| **Kesedian Merekomendasi** | | | | | | |
|  | Saya Akan Mengajak Teman Dan Kerabat Untuk Berbelanja Di Alfamart |  |  |  |  |  |

**Variabel Y ( Keputusan Pembelian Ulang )**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Pertanyaan** | **ST** | **S** | **KS** | **TS** | **STS** |
| **Pilihan pertama membeli** | | | | | | |
| **1.** | Saya akan memutuskan berbelanja di alfamart |  |  |  |  |  |
| **Akan tetap membeli** | | | | | | |
| **2.** | Saya akan tetap berbelanja di alfamart walau ada godaan potongan di tempat lain |  |  |  |  |  |
| **Pemecahan masalah berulang** | | | | | | |
| **3.** | Apabila ada kebutuhan yang saya perlukan saya akan selalu kembali berbelanja di alfamart |  |  |  |  |  |
| **Perilaku karena kebiasaan** | | | | | | |
| **4.** | Berbelanja di alfamart sudah menjadi kebiasaan saya |  |  |  |  |  |

**Lampiran 2. Hasil Jawaban Validitas Dan Reliabilitas Kuesioner**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **NO** | **KUALITAS LAYANAN (X1)** | | | | **TOTAL X1** | **KEPUASAN KONSUMEN (X2)** | | | | | | **TOTAL**  **X2** |
| **X1.1** | **X1.2** | **X1.3** | **X1.4** | **X2.1** | **X2.2** | **X2.3** | **X2.4** | **X2.5** | **X2.6** |
| 1 | 5 | 5 | 5 | 5 | 20 | 4 | 4 | 5 | 5 | 5 | 4 | 27 |
| 2 | 5 | 5 | 5 | 4 | 19 | 4 | 4 | 4 | 3 | 4 | 4 | 23 |
| 3 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 4 | 4 | 5 | 4 | 4 | 17 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 5 | 4 | 5 | 4 | 4 | 17 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 6 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 7 | 4 | 5 | 5 | 5 | 19 | 5 | 4 | 5 | 4 | 5 | 4 | 27 |
| 8 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 9 | 4 | 5 | 5 | 4 | 18 | 5 | 5 | 5 | 5 | 5 | 4 | 29 |
| 10 | 4 | 5 | 5 | 4 | 18 | 5 | 5 | 5 | 5 | 5 | 4 | 29 |
| 11 | 4 | 5 | 5 | 5 | 19 | 4 | 4 | 5 | 5 | 5 | 4 | 27 |
| 12 | 4 | 5 | 5 | 5 | 19 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 13 | 5 | 5 | 5 | 5 | 20 | 5 | 4 | 5 | 5 | 5 | 4 | 28 |
| 14 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 15 | 5 | 5 | 5 | 5 | 20 | 4 | 4 | 5 | 5 | 5 | 4 | 27 |
| 16 | 4 | 4 | 5 | 5 | 18 | 4 | 4 | 5 | 5 | 4 | 4 | 26 |
| 17 | 5 | 5 | 5 | 5 | 20 | 5 | 4 | 5 | 5 | 4 | 4 | 27 |
| 18 | 4 | 4 | 5 | 5 | 18 | 5 | 4 | 5 | 5 | 5 | 4 | 28 |
| 19 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 20 | 4 | 4 | 5 | 5 | 18 | 3 | 3 | 4 | 4 | 4 | 3 | 21 |
| 21 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 22 | 5 | 4 | 5 | 5 | 19 | 5 | 4 | 5 | 5 | 5 | 5 | 29 |
| 23 | 4 | 4 | 5 | 5 | 18 | 4 | 3 | 5 | 5 | 5 | 4 | 26 |
| 24 | 4 | 4 | 4 | 4 | 16 | 4 | 3 | 5 | 4 | 5 | 4 | 25 |
| 25 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 5 | 5 | 5 | 4 | 27 |
| 26 | 5 | 5 | 5 | 5 | 20 | 5 | 4 | 5 | 5 | 5 | 5 | 29 |
| 27 | 5 | 5 | 5 | 5 | 20 | 4 | 4 | 5 | 5 | 5 | 4 | 27 |
| 28 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 29 | 4 | 4 | 5 | 5 | 18 | 4 | 4 | 4 | 5 | 4 | 4 | 25 |
| 30 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 5 | 5 | 5 | 4 | 27 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No** | **KEPUTUSAN PEMBELIAN ULANG (Y)** | | | | |
| **Y.1** | **Y.2** | **Y.3** | **Y.4** | **TOTAL Y** |
| 1 | 5 | 5 | 5 | 5 | 20 |
| 2 | 5 | 5 | 5 | 5 | 20 |
| 3 | 4 | 5 | 5 | 5 | 19 |
| 4 | 4 | 5 | 5 | 5 | 19 |
| 5 | 5 | 5 | 5 | 5 | 20 |
| 6 | 4 | 5 | 5 | 5 | 19 |
| 7 | 5 | 5 | 5 | 5 | 20 |
| 8 | 5 | 5 | 5 | 5 | 20 |
| 9 | 5 | 5 | 5 | 5 | 20 |
| 10 | 5 | 5 | 5 | 5 | 20 |
| 11 | 4 | 4 | 4 | 4 | 16 |
| 12 | 5 | 5 | 5 | 5 | 20 |
| 13 | 4 | 4 | 5 | 5 | 18 |
| 14 | 4 | 4 | 5 | 5 | 18 |
| 15 | 5 | 5 | 5 | 5 | 20 |
| 16 | 5 | 5 | 5 | 5 | 20 |
| 17 | 5 | 5 | 5 | 5 | 20 |
| 18 | 4 | 5 | 4 | 4 | 17 |
| 19 | 4 | 5 | 4 | 4 | 17 |
| 20 | 5 | 5 | 5 | 5 | 20 |
| 21 | 4 | 4 | 4 | 4 | 16 |
| 22 | 5 | 5 | 5 | 5 | 20 |
| 23 | 3 | 5 | 5 | 5 | 18 |
| 24 | 3 | 5 | 4 | 4 | 16 |
| 25 | 3 | 5 | 5 | 5 | 18 |
| 26 | 3 | 4 | 4 | 4 | 15 |
| 27 | 4 | 5 | 4 | 5 | 18 |
| 28 | 5 | 3 | 4 | 5 | 17 |
| 29 | 5 | 4 | 4 | 5 | 18 |
| 30 | 5 | 4 | 4 | 4 | 17 |

**Lampiran 2 : Hasil Jawaban Kuesioner**

**Tabulasi (X1)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **NO RESPONDEN** | **KUALITAS LAYANAN (X1)** | | | | **TOTAL X1** |
| **X1.1** | **X1.2** | **X1.3** | **X1.4** |
| 1 | 5 | 5 | 5 | 5 | 20 |
| 2 | 5 | 4 | 5 | 5 | 19 |
| 3 | 5 | 5 | 5 | 5 | 20 |
| 4 | 5 | 5 | 5 | 4 | 19 |
| 5 | 4 | 4 | 5 | 5 | 18 |
| 6 | 3 | 3 | 3 | 3 | 12 |
| 7 | 5 | 5 | 5 | 3 | 18 |
| 8 | 4 | 4 | 4 | 4 | 16 |
| 9 | 4 | 4 | 3 | 4 | 15 |
| 10 | 4 | 3 | 3 | 2 | 12 |
| 11 | 5 | 5 | 5 | 4 | 19 |
| 12 | 5 | 5 | 4 | 4 | 18 |
| 13 | 5 | 5 | 5 | 5 | 20 |
| 14 | 4 | 5 | 5 | 5 | 19 |
| 15 | 4 | 5 | 4 | 4 | 17 |
| 16 | 5 | 5 | 5 | 5 | 20 |
| 17 | 4 | 3 | 3 | 2 | 12 |
| 18 | 5 | 5 | 5 | 4 | 19 |
| 19 | 5 | 5 | 4 | 4 | 18 |
| 20 | 5 | 5 | 5 | 4 | 19 |
| 21 | 5 | 5 | 4 | 5 | 19 |
| 22 | 5 | 5 | 5 | 3 | 18 |
| 23 | 4 | 5 | 5 | 5 | 19 |
| 24 | 5 | 5 | 4 | 4 | 18 |
| 25 | 4 | 5 | 5 | 4 | 18 |
| 26 | 4 | 5 | 5 | 5 | 19 |
| 27 | 5 | 4 | 4 | 5 | 18 |
| 28 | 5 | 5 | 5 | 5 | 20 |
| 29 | 5 | 5 | 4 | 5 | 19 |
| 30 | 5 | 5 | 5 | 5 | 20 |
| 31 | 5 | 5 | 5 | 5 | 20 |
| 32 | 5 | 4 | 5 | 5 | 19 |
| 33 | 2 | 5 | 4 | 5 | 16 |
| 34 | 5 | 4 | 5 | 3 | 17 |
| 35 | 4 | 5 | 5 | 5 | 19 |
| 36 | 5 | 5 | 5 | 5 | 20 |
| 37 | 4 | 5 | 4 | 4 | 17 |
| 38 | 4 | 5 | 4 | 4 | 17 |
| 39 | 4 | 4 | 4 | 4 | 16 |
| 40 | 4 | 5 | 3 | 5 | 17 |
| 41 | 5 | 5 | 4 | 5 | 19 |
| 42 | 5 | 5 | 3 | 3 | 16 |
| 43 | 5 | 3 | 4 | 5 | 17 |
| 44 | 5 | 4 | 5 | 5 | 19 |
| 45 | 4 | 3 | 4 | 3 | 14 |
| 46 | 3 | 3 | 4 | 5 | 15 |
| 47 | 5 | 5 | 5 | 4 | 19 |
| 48 | 3 | 5 | 4 | 5 | 17 |
| 49 | 5 | 5 | 5 | 5 | 20 |
| 50 | 5 | 5 | 4 | 5 | 19 |
| 51 | 5 | 5 | 4 | 4 | 18 |
| 52 | 3 | 2 | 3 | 5 | 13 |
| 53 | 5 | 5 | 5 | 2 | 17 |
| 54 | 4 | 5 | 5 | 5 | 19 |
| 55 | 5 | 5 | 5 | 4 | 19 |
| 56 | 5 | 4 | 4 | 4 | 17 |
| 57 | 5 | 5 | 5 | 5 | 20 |
| 58 | 5 | 3 | 4 | 5 | 17 |
| 59 | 5 | 4 | 5 | 5 | 19 |
| 60 | 4 | 5 | 5 | 5 | 19 |
| 61 | 5 | 5 | 5 | 5 | 20 |
| 62 | 5 | 3 | 4 | 5 | 17 |
| 63 | 5 | 5 | 5 | 4 | 19 |
| 64 | 3 | 5 | 4 | 5 | 17 |
| 65 | 3 | 3 | 3 | 3 | 12 |
| 66 | 5 | 5 | 5 | 4 | 19 |
| 67 | 5 | 5 | 4 | 5 | 19 |
| 68 | 5 | 5 | 4 | 4 | 18 |
| 69 | 4 | 5 | 5 | 5 | 19 |
| 70 | 5 | 5 | 5 | 5 | 20 |
| 71 | 5 | 5 | 5 | 5 | 20 |
| 72 | 5 | 3 | 4 | 4 | 16 |
| 73 | 3 | 5 | 5 | 4 | 17 |
| 74 | 4 | 5 | 4 | 3 | 16 |
| 75 | 2 | 3 | 4 | 5 | 14 |
| 76 | 5 | 5 | 5 | 5 | 20 |
| 77 | 3 | 3 | 5 | 5 | 16 |
| 78 | 4 | 4 | 4 | 3 | 15 |
| 79 | 4 | 4 | 4 | 4 | 16 |
| 80 | 5 | 5 | 5 | 3 | 18 |
| 81 | 3 | 5 | 4 | 5 | 17 |
| 82 | 3 | 4 | 5 | 5 | 17 |
| 83 | 2 | 4 | 5 | 5 | 16 |
| 84 | 5 | 5 | 5 | 5 | 20 |
| 85 | 5 | 5 | 4 | 5 | 19 |
| 86 | 5 | 5 | 5 | 5 | 20 |
| 87 | 5 | 3 | 4 | 5 | 17 |
| 88 | 5 | 2 | 3 | 4 | 14 |
| 89 | 4 | 4 | 5 | 5 | 18 |
| 90 | 5 | 5 | 5 | 5 | 20 |
| 91 | 5 | 4 | 5 | 5 | 19 |
| 92 | 5 | 3 | 5 | 4 | 17 |
| 93 | 5 | 3 | 4 | 5 | 17 |
| 94 | 5 | 5 | 3 | 2 | 15 |
| 95 | 5 | 3 | 4 | 5 | 17 |
| 96 | 5 | 4 | 3 | 4 | 16 |
| 97 | 4 | 5 | 3 | 4 | 16 |

**Tabulasi (X2)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **NO RESPONDEN** | **KEPUASAN KONSUMEN (X2)** | | | | | | **TOTAL X2** |
| **X2.1** | **X2.2** | **X2.3** | **X2.4** | **X2.5** | **X2.6** |
| 1 | 5 | 4 | 5 | 4 | 5 | 5 | 28 |
| 2 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 3 | 5 | 5 | 5 | 5 | 4 | 5 | 29 |
| 4 | 5 | 5 | 5 | 5 | 4 | 3 | 27 |
| 5 | 4 | 5 | 4 | 5 | 5 | 5 | 28 |
| 6 | 5 | 5 | 5 | 4 | 3 | 4 | 26 |
| 7 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 8 | 5 | 4 | 5 | 4 | 5 | 2 | 25 |
| 9 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| 10 | 5 | 5 | 5 | 5 | 4 | 5 | 29 |
| 11 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 12 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 13 | 5 | 5 | 5 | 5 | 4 | 5 | 29 |
| 14 | 5 | 5 | 3 | 5 | 4 | 5 | 27 |
| 15 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 16 | 5 | 5 | 5 | 4 | 4 | 5 | 28 |
| 17 | 2 | 3 | 3 | 2 | 3 | 2 | 15 |
| 18 | 4 | 3 | 3 | 2 | 3 | 3 | 18 |
| 19 | 5 | 5 | 5 | 5 | 4 | 4 | 28 |
| 20 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 21 | 4 | 5 | 5 | 4 | 5 | 4 | 27 |
| 22 | 4 | 5 | 4 | 5 | 5 | 5 | 28 |
| 23 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 24 | 5 | 5 | 4 | 5 | 4 | 5 | 28 |
| 25 | 5 | 4 | 5 | 4 | 5 | 5 | 28 |
| 26 | 3 | 5 | 3 | 2 | 2 | 3 | 18 |
| 27 | 3 | 4 | 3 | 3 | 3 | 2 | 18 |
| 28 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 29 | 5 | 5 | 5 | 5 |  | 5 | 25 |
| 30 | 5 | 4 | 5 | 5 | 5 | 5 | 29 |
| 31 | 5 | 5 | 5 | 4 | 3 | 3 | 25 |
| 32 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 33 | 3 | 2 | 3 | 2 | 1 | 3 | 14 |
| 34 | 2 | 2 | 3 | 4 | 4 | 5 | 20 |
| 35 | 2 | 2 | 2 | 2 | 2 | 2 | 12 |
| 36 | 4 | 2 | 3 | 2 | 2 | 2 | 15 |
| 37 | 2 | 2 | 3 | 4 | 3 | 3 | 17 |
| 38 | 3 | 4 | 2 | 2 | 3 | 3 | 17 |
| 39 | 3 | 3 | 2 | 2 | 3 | 2 | 15 |
| 40 | 2 | 3 | 3 | 3 | 3 | 2 | 16 |
| 41 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| 42 | 3 | 3 | 4 | 5 | 5 | 5 | 25 |
| 43 | 5 | 4 | 2 | 3 | 3 | 2 | 19 |
| 44 | 5 | 2 | 3 | 4 | 2 | 3 | 19 |
| 45 | 4 | 3 | 3 | 3 | 4 | 3 | 20 |
| 46 | 4 | 5 | 5 | 5 | 5 | 5 | 29 |
| 47 | 3 | 3 | 4 | 5 | 5 | 5 | 25 |
| 48 | 4 | 3 | 2 | 4 | 5 | 5 | 23 |
| 49 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 50 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 51 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 52 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 53 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 54 | 5 | 5 | 4 | 5 | 5 | 5 | 29 |
| 55 | 5 | 5 | 5 | 4 | 4 | 5 | 28 |
| 56 | 5 | 5 | 3 | 5 | 4 | 5 | 27 |
| 57 | 5 | 3 | 3 | 4 | 2 | 2 | 19 |
| 58 | 3 | 3 | 3 | 4 | 2 | 2 | 17 |
| 59 | 4 | 5 | 5 | 5 | 5 | 5 | 29 |
| 60 | 5 | 4 | 4 | 5 | 5 | 5 | 28 |
| 61 | 5 | 5 | 5 | 5 | 4 | 5 | 29 |
| 62 | 3 | 2 | 2 | 3 | 4 | 5 | 19 |
| 63 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| 64 | 5 | 4 | 5 | 5 | 5 | 5 | 29 |
| 65 | 2 | 3 | 5 | 3 | 4 | 2 | 19 |
| 66 | 4 | 3 | 3 | 3 | 4 | 3 | 20 |
| 67 | 4 | 5 | 5 | 5 | 5 | 5 | 29 |
| 68 | 4 | 4 | 5 | 5 | 5 | 5 | 28 |
| 69 | 4 | 4 | 5 | 3 | 5 | 5 | 26 |
| 70 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 71 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 72 | 1 | 2 | 2 | 2 | 3 | 5 | 15 |
| 73 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 74 | 5 | 3 | 5 | 5 | 5 | 5 | 28 |
| 75 | 4 | 3 | 3 | 3 | 3 | 4 | 20 |
| 76 | 4 | 4 | 5 | 5 | 5 | 5 | 28 |
| 77 | 3 | 3 | 2 | 2 | 2 | 2 | 14 |
| 78 | 4 | 5 | 4 | 2 | 2 | 2 | 19 |
| 79 | 2 | 3 | 1 | 2 | 3 | 4 | 15 |
| 80 | 5 | 5 | 5 | 5 | 4 | 4 | 28 |
| 81 | 4 | 5 | 5 | 5 | 5 | 4 | 28 |
| 82 | 5 | 5 | 5 | 3 | 4 | 4 | 26 |
| 83 | 2 | 3 | 3 | 4 | 3 | 4 | 19 |
| 84 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 85 | 2 | 3 | 5 | 5 | 5 | 5 | 25 |
| 86 | 2 | 3 | 2 | 4 | 2 | 5 | 18 |
| 87 | 5 | 5 | 5 | 5 | 4 | 4 | 28 |
| 88 | 4 | 5 | 5 | 5 | 4 | 5 | 28 |
| 89 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 90 | 4 | 3 | 2 | 2 | 2 | 2 | 15 |
| 91 | 2 | 3 | 3 | 3 | 3 | 3 | 17 |
| 92 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 93 | 5 | 5 | 5 | 5 | 5 | 4 | 29 |
| 94 | 5 | 5 | 5 | 5 | 4 | 4 | 28 |
| 95 | 5 | 5 | 5 | 4 | 4 | 5 | 28 |
| 96 | 4 | 5 |  | 5 | 5 | 5 | 24 |
| 97 | 3 | 3 | 2 | 3 | 2 | 2 | 15 |

**Tabulasi (Y)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **NO RESPONDEN** | **KEPUTUSAN PEMBELIAN ULANG (Y)** | | | | **TOTAL Y** |
| **Y.1** | **Y.2** | **Y.3** | **Y.4** |
| 1 | 5 | 5 | 5 | 5 | 20 |
| 2 | 5 | 5 | 5 | 5 | 20 |
| 3 | 3 | 5 | 5 | 5 | 18 |
| 4 | 5 | 5 | 3 | 4 | 17 |
| 5 | 4 | 5 | 4 | 5 | 18 |
| 6 | 3 | 2 | 3 | 2 | 10 |
| 7 | 4 | 5 | 5 | 5 | 19 |
| 8 | 2 | 3 | 3 | 4 | 12 |
| 9 | 4 | 2 | 4 | 4 | 14 |
| 10 | 4 | 3 | 5 | 5 | 17 |
| 11 | 5 | 5 | 5 | 5 | 20 |
| 12 | 4 | 5 | 5 | 5 | 19 |
| 13 | 5 | 5 | 4 | 4 | 18 |
| 14 | 5 | 5 | 5 | 4 | 19 |
| 15 | 5 | 5 | 5 | 4 | 19 |
| 16 | 4 | 5 | 5 | 5 | 19 |
| 17 | 2 | 5 | 3 | 3 | 13 |
| 18 | 5 | 5 | 5 | 5 | 20 |
| 19 | 4 | 5 | 5 | 4 | 18 |
| 20 | 5 | 5 | 5 | 5 | 20 |
| 21 | 4 | 4 | 4 | 4 | 16 |
| 22 | 4 | 5 | 4 | 5 | 18 |
| 23 | 5 | 5 | 5 | 5 | 20 |
| 24 | 5 | 3 | 4 | 5 | 17 |
| 25 | 5 | 5 | 5 | 3 | 18 |
| 26 | 2 | 2 | 3 | 4 | 11 |
| 27 | 3 | 4 | 5 | 5 | 17 |
| 28 | 3 | 4 | 5 | 5 | 18 |
| 29 | 5 | 5 | 5 | 5 | 20 |
| 30 | 5 | 4 | 4 | 5 | 18 |
| 31 | 5 | 5 | 4 | 4 | 18 |
| 32 | 4 | 5 | 5 | 5 | 19 |
| 33 | 3 | 3 | 3 | 2 | 11 |
| 34 | 4 | 3 | 3 | 5 | 15 |
| 35 | 5 | 5 | 4 | 5 | 19 |
| 36 | 5 | 3 | 4 | 5 | 17 |
| 37 | 3 | 3 | 4 | 5 | 15 |
| 38 | 3 | 3 | 3 | 3 | 12 |
| 39 | 3 | 3 | 3 | 2 | 11 |
| 40 | 5 | 5 | 5 | 5 | 20 |
| 41 | 5 | 5 | 5 | 5 | 20 |
| 42 | 4 | 4 | 4 | 5 | 17 |
| 43 | 2 | 3 | 5 | 5 | 15 |
| 44 | 2 | 3 | 4 | 4 | 13 |
| 45 | 2 | 2 | 2 | 3 | 9 |
| 46 | 5 | 5 | 5 | 5 | 20 |
| 47 | 5 | 5 | 5 | 5 | 20 |
| 48 | 5 | 5 | 5 | 5 | 20 |
| 49 | 5 | 4 | 5 | 5 | 19 |
| 50 | 5 | 4 | 4 | 5 | 18 |
| 51 | 5 | 5 | 3 | 3 | 16 |
| 52 | 5 | 5 | 5 | 5 | 20 |
| 53 | 3 | 5 | 5 | 5 | 18 |
| 54 | 3 | 5 | 5 | 5 | 18 |
| 55 | 5 | 5 | 5 | 5 | 20 |
| 56 | 3 | 3 | 4 | 5 | 15 |
| 57 | 3 | 4 | 4 | 3 | 14 |
| 58 | 3 | 4 | 4 | 4 | 15 |
| 59 | 4 | 4 | 5 | 5 | 18 |
| 60 | 5 | 5 | 5 | 5 | 20 |
| 61 | 5 | 5 | 5 | 2 | 17 |
| 62 | 5 | 3 | 3 | 4 | 15 |
| 63 | 5 | 5 | 5 | 5 | 20 |
| 64 | 4 | 4 | 5 | 5 | 18 |
| 65 | 4 | 3 | 3 | 3 | 13 |
| 66 | 5 | 5 | 5 | 3 | 18 |
| 67 | 5 | 5 | 5 | 4 | 17 |
| 68 | 5 | 5 | 4 | 4 | 18 |
| 69 | 5 | 4 | 5 | 5 | 19 |
| 70 | 4 | 5 | 5 | 5 | 19 |
| 71 | 5 | 5 | 5 | 5 | 20 |
| 72 | 2 | 3 | 2 | 4 | 11 |
| 73 | 5 | 5 | 5 | 2 | 17 |
| 74 | 3 | 2 | 5 | 5 | 15 |
| 75 | 2 | 3 | 3 | 3 | 13 |
| 76 | 5 | 5 | 5 | 5 | 20 |
| 77 | 4 | 2 | 2 | 2 | 10 |
| 78 | 4 | 4 | 3 | 4 | 15 |
| 79 | 4 | 3 | 2 | 2 | 11 |
| 80 | 4 | 3 | 5 | 5 | 17 |
| 81 | 4 | 5 | 5 | 5 | 19 |
| 82 | 4 | 4 | 3 | 4 | 15 |
| 83 | 2 | 3 | 3 | 4 | 12 |
| 84 | 5 | 5 | 5 | 5 | 20 |
| 85 | 5 | 4 | 4 | 4 | 17 |
| 86 | 3 | 4 | 3 | 3 | 13 |
| 87 | 5 | 5 | 5 | 5 | 20 |
| 88 | 5 | 5 | 5 | 5 | 20 |
| 89 | 3 | 3 | 5 | 5 | 16 |
| 90 | 3 | 4 | 3 | 5 | 15 |
| 91 | 4 | 2 | 2 | 2 | 10 |
| 92 | 5 | 5 | 4 | 4 | 18 |
| 93 | 5 | 5 | 4 | 4 | 18 |
| 94 | 3 | 4 | 3 | 5 | 15 |
| 95 | 5 | 5 | 5 | 5 | 20 |
| 96 | 5 | 5 | 5 | 4 | 19 |
| 97 | 2 | 2 | 3 | 3 | 10 |

**Lampiran 4. Uji Validitas Dan Reliabilitas**

**Uji Validitas**

**Correlations**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Notes** | | | | | | | | |
| Output Created | | | | | 26-JUL-2021 18:17:01 | | | |
| Comments | | | | |  | | | |
| Input | | Data | | | E:\DATA SPSS\VALIDITAS.sav | | | |
| Active Dataset | | | DataSet1 | | | |
| Filter | | | <none> | | | |
| Weight | | | <none> | | | |
| Split File | | | <none> | | | |
| N of Rows in Working Data File | | | 30 | | | |
| Missing Value Handling | | Definition of Missing | | | User-defined missing values are treated as missing. | | | |
| Cases Used | | | Statistics for each pair of variables are based on all the cases with valid data for that pair. | | | |
| Syntax | | | | | CORRELATIONS  /VARIABLES=P1 P2 P3 P4 TOTAL  /PRINT=TWOTAIL NOSIG  /MISSING=PAIRWISE. | | | |
| Resources | | Processor Time | | | 00:00:00,03 | | | |
| Elapsed Time | | | 00:00:00,11 | | | |
| **Correlations** | | | | | | | | | |
|  | | | P1 | P2 | | P3 | P4 | TOTAL | |
| P1 | Pearson Correlation | | 1 | ,509\*\* | | ,447\* | ,452\* | ,825\*\* | |
| Sig. (2-tailed) | |  | ,004 | | ,013 | ,012 | ,000 | |
| N | | 30 | 30 | | 30 | 30 | 30 | |
| P2 | Pearson Correlation | | ,509\*\* | 1 | | ,293 | ,099 | ,649\*\* | |
| Sig. (2-tailed) | | ,004 |  | | ,116 | ,604 | ,000 | |
| N | | 30 | 30 | | 30 | 30 | 30 | |
| P3 | Pearson Correlation | | ,447\* | ,293 | | 1 | ,742\*\* | ,794\*\* | |
| Sig. (2-tailed) | | ,013 | ,116 | |  | ,000 | ,000 | |
| N | | 30 | 30 | | 30 | 30 | 30 | |
| P4 | Pearson Correlation | | ,452\* | ,099 | | ,742\*\* | 1 | ,742\*\* | |
| Sig. (2-tailed) | | ,012 | ,604 | | ,000 |  | ,000 | |
| N | | 30 | 30 | | 30 | 30 | 30 | |
| TOTAL | Pearson Correlation | | ,825\*\* | ,649\*\* | | ,794\*\* | ,742\*\* | 1 | |
| Sig. (2-tailed) | | ,000 | ,000 | | ,000 | ,000 |  | |
| N | | 30 | 30 | | 30 | 30 | 30 | |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | | | |
| \*. Correlation is significant at the 0.05 level (2-tailed). | | | | | | | | | |
| **Correlations** | | | | | | | | | |
|  | | | P1 | P2 | | P3 | P4 | P5 | | P6 |
| P1 | Pearson Correlation | | 1 | ,736\*\* | | ,537\*\* | ,237 | ,454\* | | ,738\*\* |
| Sig. (2-tailed) | |  | ,000 | | ,002 | ,208 | ,012 | | ,000 |
| N | | 30 | 30 | | 30 | 30 | 30 | | 30 |
| P2 | Pearson Correlation | | ,736\*\* | 1 | | ,330 | ,221 | ,349 | | ,733\*\* |
| Sig. (2-tailed) | | ,000 |  | | ,075 | ,241 | ,059 | | ,000 |
| N | | 30 | 30 | | 30 | 30 | 30 | | 30 |
| P3 | Pearson Correlation | | ,537\*\* | ,330 | | 1 | ,516\*\* | ,745\*\* | | ,427\* |
| Sig. (2-tailed) | | ,002 | ,075 | |  | ,004 | ,000 | | ,019 |
| N | | 30 | 30 | | 30 | 30 | 30 | | 30 |
| P4 | Pearson Correlation | | ,237 | ,221 | | ,516\*\* | 1 | ,331 | | ,193 |
| Sig. (2-tailed) | | ,208 | ,241 | | ,004 |  | ,074 | | ,307 |
| N | | 30 | 30 | | 30 | 30 | 30 | | 30 |
| P5 | Pearson Correlation | | ,454\* | ,349 | | ,745\*\* | ,331 | 1 | | ,464\*\* |
| Sig. (2-tailed) | | ,012 | ,059 | | ,000 | ,074 |  | | ,010 |
| N | | 30 | 30 | | 30 | 30 | 30 | | 30 |
| P6 | Pearson Correlation | | ,738\*\* | ,733\*\* | | ,427\* | ,193 | ,464\*\* | | 1 |
| Sig. (2-tailed) | | ,000 | ,000 | | ,019 | ,307 | ,010 | |  |
| N | | 30 | 30 | | 30 | 30 | 30 | | 30 |
| TOTAL | Pearson Correlation | | ,859\*\* | ,818\*\* | | ,720\*\* | ,526\*\* | ,681\*\* | | ,833\*\* |
| Sig. (2-tailed) | | ,000 | ,000 | | ,000 | ,003 | ,000 | | ,000 |
| N | | 30 | 30 | | 30 | 30 | 30 | | 30 |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | | | |
| \*. Correlation is significant at the 0.05 level (2-tailed). | | | | | | | | | |
| **Correlations** | | | | | | | | | |
|  | | | P1 | P2 | | P3 | P4 | TOTAL | |
| P1 | Pearson Correlation | | 1 | ,053 | | ,298 | ,421\* | ,686\*\* | |
| Sig. (2-tailed) | |  | ,779 | | ,110 | ,021 | ,000 | |
| N | | 30 | 30 | | 30 | 30 | 30 | |
| P2 | Pearson Correlation | | ,053 | 1 | | ,538\*\* | ,285 | ,608\*\* | |
| Sig. (2-tailed) | | ,779 |  | | ,002 | ,127 | ,000 | |
| N | | 30 | 30 | | 30 | 30 | 30 | |
| P3 | Pearson Correlation | | ,298 | ,538\*\* | | 1 | ,780\*\* | ,840\*\* | |
| Sig. (2-tailed) | | ,110 | ,002 | |  | ,000 | ,000 | |
| N | | 30 | 30 | | 30 | 30 | 30 | |
| P4 | Pearson Correlation | | ,421\* | ,285 | | ,780\*\* | 1 | ,803\*\* | |
| Sig. (2-tailed) | | ,021 | ,127 | | ,000 |  | ,000 | |
| N | | 30 | 30 | | 30 | 30 | 30 | |
| TOTAL | Pearson Correlation | | ,686\*\* | ,608\*\* | | ,840\*\* | ,803\*\* | 1 | |
| Sig. (2-tailed) | | ,000 | ,000 | | ,000 | ,000 |  | |
| N | | 30 | 30 | | 30 | 30 | 30 | |
| \*. Correlation is significant at the 0.05 level (2-tailed). | | | | | | | | | |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | | | |

**Uji Reliabilitas**

**Reliability**

|  |  |  |
| --- | --- | --- |
| **Notes** | | |
| Output Created | | 26-JUL-2021 18:26:45 |
| Comments | |  |
| Input | Data | E:\DATA SPSS\RELIABILITAS.sav |
| Active Dataset | DataSet1 |
| Filter | <none> |
| Weight | <none> |
| Split File | <none> |
| N of Rows in Working Data File | 30 |
| Matrix Input |  |
| Missing Value Handling | Definition of Missing | User-defined missing values are treated as missing. |
| Cases Used | Statistics are based on all cases with valid data for all variables in the procedure. |
| Syntax | | RELIABILITY  /VARIABLES=P1 P2 P3 P4 TOTAL  /SCALE('ALL VARIABLES') ALL  /MODEL=ALPHA. |
| Resources | Processor Time | 00:00:00,02 |
| Elapsed Time | 00:00:00,02 |

**Scale: ALL VARIABLES**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Case Processing Summary** | | | | | |
|  | | | N | | % |
| Cases | Valid | | 30 | | 100,0 |
| Excludeda | | 0 | | ,0 |
| Total | | 30 | | 100,0 |
| a. Listwise deletion based on all variables in the procedure. | | | | | |
| **Reliability Statistics** | | | |
| Cronbach's Alpha | | N of Items | |
| ,798 | | 5 | |

**Scale: ALL VARIABLES**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Case Processing Summary** | | | | | |
|  | | | N | | % |
| Cases | Valid | | 30 | | 100,0 |
| Excludeda | | 0 | | ,0 |
| Total | | 30 | | 100,0 |
| a. Listwise deletion based on all variables in the procedure. | | | | | |
| **Reliability Statistics** | | | |
| Cronbach's Alpha | | N of Items | |
| ,784 | | 7 | |

**Scale: ALL VARIABLES**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Case Processing Summary** | | | | | |
|  | | | N | | % |
| Cases | Valid | | 30 | | 100,0 |
| Excludeda | | 0 | | ,0 |
| Total | | 30 | | 100,0 |
| a. Listwise deletion based on all variables in the procedure. | | | | | |
| **Reliability Statistics** | | | |
| Cronbach's Alpha | | N of Items | |
| ,782 | | 5 | |

**Lampiran 5. Output Tanggapan Responden**

**Tanggapan Responden (X1)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X1.1** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Tidak Setuju | 3 | 3,1 | 3,1 | 3,1 |
| Kurang Setuju | 10 | 10,3 | 10,3 | 13,4 |
| Setuju | 24 | 24,7 | 24,7 | 38,1 |
| Sangat Setuju | 60 | 61,9 | 61,9 | 100,0 |
| Total | 97 | 100,0 | 100,0 |  |
| **X1.2** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Tidak Setuju | 2 | 2,1 | 2,1 | 2,1 |
| Kurang Setuju | 16 | 16,5 | 16,5 | 18,6 |
| Setuju | 18 | 18,6 | 18,6 | 37,1 |
| Sangat Setuju | 61 | 62,9 | 62,9 | 100,0 |
| Total | 97 | 100,0 | 100,0 |  |
| **X1.3** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Kurang Setuju | 12 | 12,4 | 12,4 | 12,4 |
| Setuju | 35 | 36,1 | 36,1 | 48,5 |
| Sangat Setuju | 50 | 51,5 | 51,5 | 100,0 |
| Total | 97 | 100,0 | 100,0 |  |
| **X1.4** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Tidak Setuju | 4 | 4,1 | 4,1 | 4,1 |
| Kurang Setuju | 10 | 10,3 | 10,3 | 14,4 |
| Setuju | 28 | 28,9 | 28,9 | 43,3 |
| Sangat Setuju | 55 | 56,7 | 56,7 | 100,0 |
| Total | 97 | 100,0 | 100,0 |  |

**Tanggapan Responden (X2)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X2.1** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Tidak Setuju | 1 | 1,0 | 1,0 | 1,0 |
| Tidak Setuju | 11 | 11,3 | 11,3 | 12,4 |
| Kurang Setuju | 12 | 12,4 | 12,4 | 24,7 |
| Setuju | 23 | 23,7 | 23,7 | 48,5 |
| Sangat Setuju | 50 | 51,5 | 51,5 | 100,0 |
| Total | 97 | 100,0 | 100,0 |  |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **X2.2** | | | | | | | | | | |
|  | | | Frequency | | Percent | | Valid Percent | | Cumulative Percent | |
| Valid | Tidak Setuju | | 8 | | 8,2 | | 8,2 | | 8,2 | |
| Kurang Setuju | | 23 | | 23,7 | | 23,7 | | 32,0 | |
| Setuju | | 13 | | 13,4 | | 13,4 | | 45,4 | |
| Sangat Setuju | | 53 | | 54,6 | | 54,6 | | 100,0 | |
| Total | | 97 | | 100,0 | | 100,0 | |  | |
| **X2.3** | | | | | | | | | | | |
|  | | | | Frequency | | Percent | | Valid Percent | | Cumulative Percent | |
| Valid | | Sangat Tidak Setuju | | 1 | | 1,0 | | 1,0 | | 1,0 | |
| Tidak Setuju | | 11 | | 11,3 | | 11,5 | | 12,5 | |
| Kurang Setuju | | 19 | | 19,6 | | 19,8 | | 32,3 | |
| Setuju | | 10 | | 10,3 | | 10,4 | | 42,7 | |
| Sangat Setuju | | 55 | | 56,7 | | 57,3 | | 100,0 | |
| Total | | 96 | | 99,0 | | 100,0 | |  | |
| Missing | | System | | 1 | | 1,0 | |  | |  | |
| Total | | | | 97 | | 100,0 | |  | |  | |
| **X2.4** | | | | | | | | | | |
|  | | | Frequency | | Percent | | Valid Percent | | Cumulative Percent | |
| Valid | Tidak Setuju | | 13 | | 13,4 | | 13,4 | | 13,4 | |
| Kurang Setuju | | 13 | | 13,4 | | 13,4 | | 26,8 | |
| Setuju | | 21 | | 21,6 | | 21,6 | | 48,5 | |
| Sangat Setuju | | 50 | | 51,5 | | 51,5 | | 100,0 | |
| Total | | 97 | | 100,0 | | 100,0 | |  | |
| **X2.5** | | | | | | | | | | | |
|  | | | | Frequency | | Percent | | Valid Percent | | Cumulative Percent | |
| Valid | | Sangat Tidak Setuju | | 1 | | 1,0 | | 1,0 | | 1,0 | |
| Tidak Setuju | | 11 | | 11,3 | | 11,5 | | 12,5 | |
| Kurang Setuju | | 16 | | 16,5 | | 16,7 | | 29,2 | |
| Setuju | | 23 | | 23,7 | | 24,0 | | 53,1 | |
| Sangat Setuju | | 45 | | 46,4 | | 46,9 | | 100,0 | |
| Total | | 96 | | 99,0 | | 100,0 | |  | |
| Missing | | System | | 1 | | 1,0 | |  | |  | |
| Total | | | | 97 | | 100,0 | |  | |  | |
| **X2.6** | | | | | | | | | | |
|  | | | Frequency | | Percent | | Valid Percent | | Cumulative Percent | |
| Valid | Tidak Setuju | | 15 | | 15,5 | | 15,5 | | 15,5 | |
| Kurang Setuju | | 11 | | 11,3 | | 11,3 | | 26,8 | |
| Setuju | | 14 | | 14,4 | | 14,4 | | 41,2 | |
| Sangat Setuju | | 57 | | 58,8 | | 58,8 | | 100,0 | |
| Total | | 97 | | 100,0 | | 100,0 | |  | |
| **Tanggapan Responden (Y)**  **Y.1** | | | | | | | | | | |
|  | | | Frequency | | Percent | | Valid Percent | | Cumulative Percent | |
| Valid | Tidak Setuju | | 10 | | 10,3 | | 10,3 | | 10,3 | |
| Kurang Setuju | | 18 | | 18,6 | | 18,6 | | 28,9 | |
| Setuju | | 23 | | 23,7 | | 23,7 | | 52,6 | |
| Sangat Setuju | | 46 | | 47,4 | | 47,4 | | 100,0 | |
| Total | | 97 | | 100,0 | | 100,0 | |  | |
| **Y.2** | | | | | | | | | | |
|  | | | Frequency | | Percent | | Valid Percent | | Cumulative Percent | |
| Valid | Tidak Setuju | | 8 | | 8,2 | | 8,2 | | 8,2 | |
| Kurang Setuju | | 20 | | 20,6 | | 20,6 | | 28,9 | |
| Setuju | | 18 | | 18,6 | | 18,6 | | 47,4 | |
| Sangat Setuju | | 51 | | 52,6 | | 52,6 | | 100,0 | |
| Total | | 97 | | 100,0 | | 100,0 | |  | |
| **Y.3** | | | | | | | | | | |
|  | | | Frequency | | Percent | | Valid Percent | | Cumulative Percent | |
| Valid | Tidak Setuju | | 5 | | 5,2 | | 5,2 | | 5,2 | |
| Kurang Setuju | | 20 | | 20,6 | | 20,6 | | 25,8 | |
| Setuju | | 21 | | 21,6 | | 21,6 | | 47,4 | |
| Sangat Setuju | | 51 | | 52,6 | | 52,6 | | 100,0 | |
| Total | | 97 | | 100,0 | | 100,0 | |  | |
| **Y.4** | | | | | | | | | | |
|  | | | Frequency | | Percent | | Valid Percent | | Cumulative Percent | |
| Valid | Tidak Setuju | | 8 | | 8,2 | | 8,2 | | 8,2 | |
| Kurang Setuju | | 11 | | 11,3 | | 11,3 | | 19,6 | |
| Setuju | | 23 | | 23,7 | | 23,7 | | 43,3 | |
| Sangat Setuju | | 55 | | 56,7 | | 56,7 | | 100,0 | |
| Total | | 97 | | 100,0 | | 100,0 | |  | |

**Lampiran 6. Hasil Analisis Data**

**Analisis Data**

**Regression**

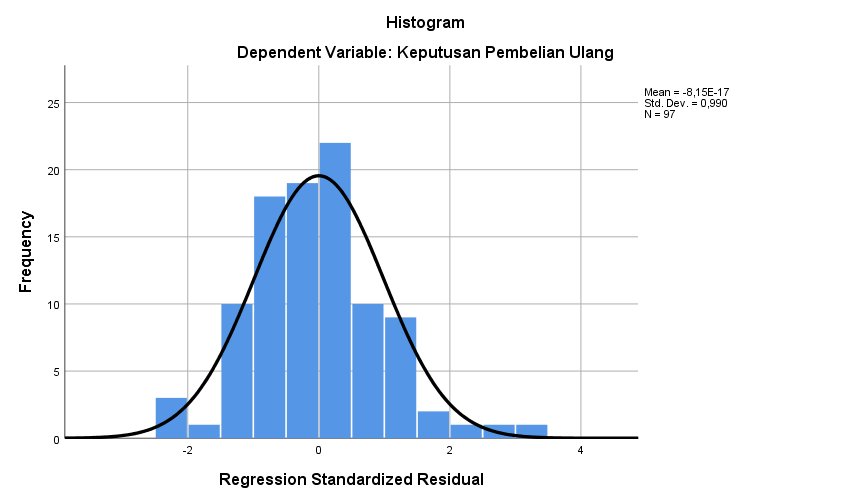
|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Notes** | | | | | |
| Output Created | | | | 26-JUL-2021 23:44:43 | |
| Comments | | | |  | |
| Input | | Data | | E:\SPSS FAHMI\TABULASIKUESIONER.sav | |
| Active Dataset | | DataSet11 | |
| Filter | | <none> | |
| Weight | | <none> | |
| Split File | | <none> | |
| N of Rows in Working Data File | | 97 | |
| Missing Value Handling | | Definition of Missing | | User-defined missing values are treated as missing. | |
| Cases Used | | Statistics are based on cases with no missing values for any variable used. | |
| Syntax | | | | REGRESSION  /MISSING LISTWISE  /STATISTICS COEFF OUTS R ANOVA COLLIN TOL CHANGE  /CRITERIA=PIN(.05) POUT(.10)  /NOORIGIN  /DEPENDENT Y  /METHOD=ENTER X1 X2  /SCATTERPLOT=(\*SRESID ,\*ZPRED)  /RESIDUALS HISTOGRAM(ZRESID) NORMPROB(ZRESID). | |
| Resources | | Processor Time | | 00:00:00,62 | |
| Elapsed Time | | 00:00:00,65 | |
| Memory Required | | 2912 bytes | |
| Additional Memory Required for Residual Plots | | 664 bytes | |
| **Variables Entered/Removeda** | | | | |
| Model | Variables Entered | Variables Removed | Method | |
| 1 | Kepuasan Konsumen, Kualitas Layananb | . | Enter | |
| a. Dependent Variable: Keputusan Pembelian Ulang | | | | |
| b. All requested variables entered. | | | | |

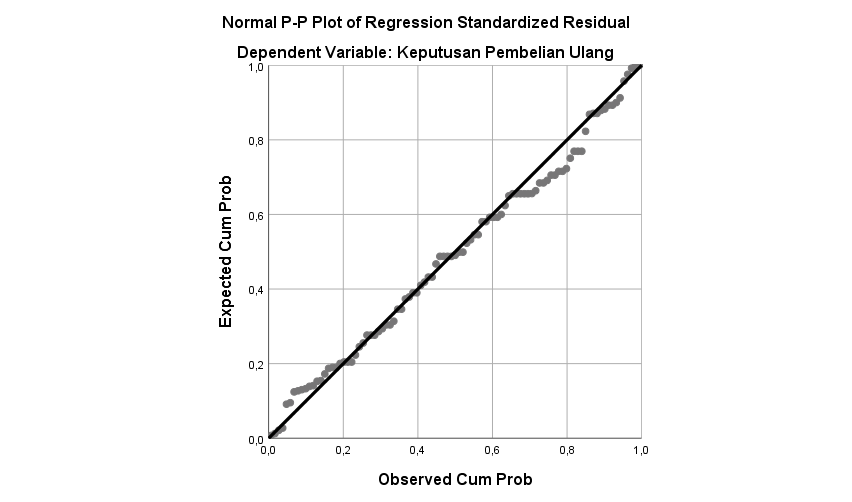
|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Model Summaryb** | | | | | | | | | |
| Model | R | | R Square | Adjusted R Square | | Std. Error of the Estimate | Change Statistics | | |
| R Square Change | | F Change |
| 1 | ,749a | | ,560 | ,551 | | 2,07230 | ,560 | | 59,890 |
| **Model Summaryb** | | | | | | | | | | |
| Model | | Change Statistics | | | | | | | | |
| df1 | | | df2 | | | Sig. F Change | | |
| 1 | | 2 | | | 94 | | | ,000 | | |
| a. Predictors: (Constant), Kepuasan Konsumen, Kualitas Layanan | | | | | | | | | | |
| b. Dependent Variable: Keputusan Pembelian Ulang | | | | | | | | | | |

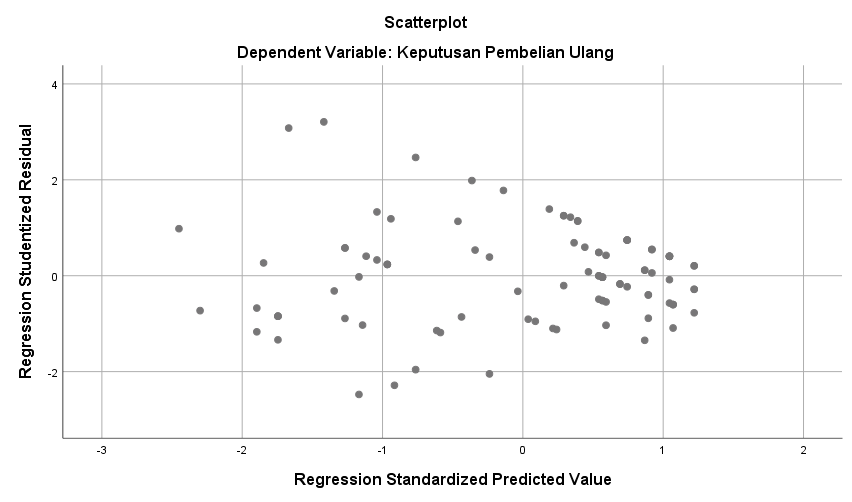
|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **ANOVAa** | | | | | | | | | | |
| Model | | Sum of Squares | | df | | Mean Square | | F | Sig. | |
| 1 | Regression | 514,387 | | 2 | | 257,193 | | 59,890 | ,000b | |
| Residual | 403,675 | | 94 | | 4,294 | |  |  | |
| Total | 918,062 | | 96 | |  | |  |  | |
| a. Dependent Variable: Keputusan Pembelian Ulang | | | | | | | | | | |
| b. Predictors: (Constant), Kepuasan Konsumen, Kualitas Layanan | | | | | | | | | | |
| **Coefficientsa** | | | | | | | | | | | | |
| Model | | | Unstandardized Coefficients | | | | Standardized Coefficients | | | t | | Sig. |
| B | | Std. Error | | Beta | | |
| 1 | (Constant) | | ,948 | | 1,953 | |  | | | ,485 | | ,628 |
| Kualitas Layanan | | ,408 | | ,113 | | ,260 | | | 3,627 | | ,000 |
| Kepuasan Konsumen | | ,349 | | ,040 | | ,629 | | | 8,781 | | ,000 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | | | | | | | | | | | |
| Model | | | | | | | | | Collinearity Statistics | | | | | | | |
| Tolerance | | | | VIF | | | |
| 1 | | (Constant) | | | | | | |  | | | |  | | | |
| Kualitas Layanan | | | | | | | ,912 | | | | 1,097 | | | |
| Kepuasan Konsumen | | | | | | | ,912 | | | | 1,097 | | | |
| a. Dependent Variable: Keputusan Pembelian Ulang | | | | | | | | | | | | | | | | |
| **Collinearity Diagnosticsa** | | | | | | | | | | | | | | | |
| Model | Dimension | | Eigenvalue | | Condition Index | | | Variance Proportions | | | | | | | |
| (Constant) | | | Kualitas Layanan | | | Kepuasan Konsumen | |
| 1 | 1 | | 2,964 | | 1,000 | | | ,00 | | | ,00 | | | ,00 | |
| 2 | | ,030 | | 9,968 | | | ,07 | | | ,05 | | | ,99 | |
| 3 | | ,006 | | 22,166 | | | ,93 | | | ,94 | | | ,00 | |
| a. Dependent Variable: Keputusan Pembelian Ulang | | | | | | | | | | | | | | | |
| **Residuals Statisticsa** | | | | | | | | | | | | | | |
|  | | | | Minimum | | Maximum | Mean | | | Std. Deviation | | N | | |
| Predicted Value | | | | 11,0798 | | 19,5788 | 16,7526 | | | 2,31478 | | 97 | | |
| Std. Predicted Value | | | | -2,451 | | 1,221 | ,000 | | | 1,000 | | 97 | | |
| Standard Error of Predicted Value | | | | ,215 | | ,745 | ,349 | | | ,104 | | 97 | | |
| Adjusted Predicted Value | | | | 10,8512 | | 19,6257 | 16,7466 | | | 2,32281 | | 97 | | |
| Residual | | | | -5,04882 | | 6,53048 | ,00000 | | | 2,05060 | | 97 | | |
| Std. Residual | | | | -2,436 | | 3,151 | ,000 | | | ,990 | | 97 | | |
| Stud. Residual | | | | -2,476 | | 3,208 | ,001 | | | 1,009 | | 97 | | |
| Deleted Residual | | | | -5,21578 | | 6,76784 | ,00600 | | | 2,13398 | | 97 | | |
| Stud. Deleted Residual | | | | -2,548 | | 3,381 | ,004 | | | 1,028 | | 97 | | |
| Mahal. Distance | | | | ,045 | | 11,428 | 1,979 | | | 2,063 | | 97 | | |
| Cook's Distance | | | | ,000 | | ,288 | ,014 | | | ,035 | | 97 | | |
| Centered Leverage Value | | | | ,000 | | ,119 | ,021 | | | ,021 | | 97 | | |
| a. Dependent Variable: Keputusan Pembelian Ulang | | | | | | | | | | | | | | |

**Charts**



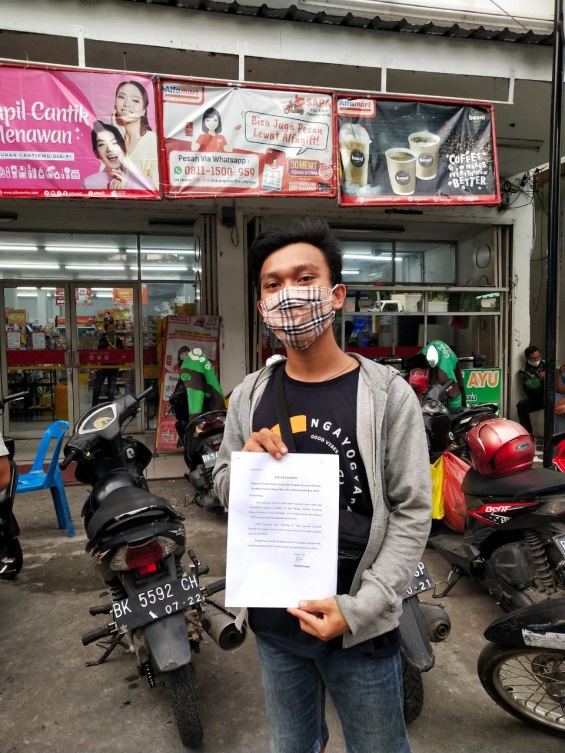




|  |  |  |
| --- | --- | --- |
| **One-Sample Kolmogorov-Smirnov Test** | | |
|  | | Unstandardized Residual |
| N | | 97 |
| Normal Parametersa,b | Mean | ,0000000 |
| Std. Deviation | 1,48921359 |
| Most Extreme Differences | Absolute | ,086 |
| Positive | ,061 |
| Negative | -,086 |
| Test Statistic | | ,086 |
| Asymp. Sig. (2-tailed) | | ,102c |
| a. Test distribution is Normal. | | |
| b. Calculated from data. | | |
| c. Lilliefors Significance Correction. | | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Uji Glejser**  **Coefficientsa** | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| B | Std. Error | Beta |
| 1 | (Constant) | 5,376 | 1,558 |  | 3,450 | ,001 |
| Kualitas Layanan | -,119 | ,091 | -,140 | -1,310 | ,194 |
| Kepuasan Konsumen | -,053 | ,036 | -,155 | -1,449 | ,151 |

**Lampiran 7. Foto – Foto Saat Pengambilan Sampel Untuk Kuisioner**

** **

** **

**Lampiran 8**

**t Tabel**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Pr** | **0.25** | **0.10** | **0.05** | **0.025** | **0.01** | **0.005** | **0.001** |
| **df** | **0.50** | **0.20** | **0.10** | **0.050** | **0.02** | **0.010** | **0.002** |
| **1** | 1.00000 | 3.07768 | 6.31375 | 12.70620 | 31.82052 | 63.65674 | 318.30884 |
| **2** | 0.81650 | 1.88562 | 2.91999 | 4.30265 | 6.96456 | 9.92484 | 22.32712 |
| **3** | 0.76489 | 1.63774 | 2.35336 | 3.18245 | 4.54070 | 5.84091 | 10.21453 |
| **4** | 0.74070 | 1.53321 | 2.13185 | 2.77645 | 3.74695 | 4.60409 | 7.17318 |
| **5** | 0.72669 | 1.47588 | 2.01505 | 2.57058 | 3.36493 | 4.03214 | 5.89343 |
| **6** | 0.71756 | 1.43976 | 1.94318 | 2.44691 | 3.14267 | 3.70743 | 5.20763 |
| **7** | 0.71114 | 1.41492 | 1.89458 | 2.36462 | 2.99795 | 3.49948 | 4.78529 |
| **8** | 0.70639 | 1.39682 | 1.85955 | 2.30600 | 2.89646 | 3.35539 | 4.50079 |
| **9** | 0.70272 | 1.38303 | 1.83311 | 2.26216 | 2.82144 | 3.24984 | 4.29681 |
| **10** | 0.69981 | 1.37218 | 1.81246 | 2.22814 | 2.76377 | 3.16927 | 4.14370 |
| **11** | 0.69745 | 1.36343 | 1.79588 | 2.20099 | 2.71808 | 3.10581 | 4.02470 |
| **12** | 0.69548 | 1.35622 | 1.78229 | 2.17881 | 2.68100 | 3.05454 | 3.92963 |
| **13** | 0.69383 | 1.35017 | 1.77093 | 2.16037 | 2.65031 | 3.01228 | 3.85198 |
| **14** | 0.69242 | 1.34503 | 1.76131 | 2.14479 | 2.62449 | 2.97684 | 3.78739 |
| **15** | 0.69120 | 1.34061 | 1.75305 | 2.13145 | 2.60248 | 2.94671 | 3.73283 |
| **16** | 0.69013 | 1.33676 | 1.74588 | 2.11991 | 2.58349 | 2.92078 | 3.68615 |
| **17** | 0.68920 | 1.33338 | 1.73961 | 2.10982 | 2.56693 | 2.89823 | 3.64577 |
| **18** | 0.68836 | 1.33039 | 1.73406 | 2.10092 | 2.55238 | 2.87844 | 3.61048 |
| **19** | 0.68762 | 1.32773 | 1.72913 | 2.09302 | 2.53948 | 2.86093 | 3.57940 |
| **20** | 0.68695 | 1.32534 | 1.72472 | 2.08596 | 2.52798 | 2.84534 | 3.55181 |
| **21** | 0.68635 | 1.32319 | 1.72074 | 2.07961 | 2.51765 | 2.83136 | 3.52715 |
| **22** | 0.68581 | 1.32124 | 1.71714 | 2.07387 | 2.50832 | 2.81876 | 3.50499 |
| **23** | 0.68531 | 1.31946 | 1.71387 | 2.06866 | 2.49987 | 2.80734 | 3.48496 |
| **24** | 0.68485 | 1.31784 | 1.71088 | 2.06390 | 2.49216 | 2.79694 | 3.46678 |
| **25** | 0.68443 | 1.31635 | 1.70814 | 2.05954 | 2.48511 | 2.78744 | 3.45019 |
| **26** | 0.68404 | 1.31497 | 1.70562 | 2.05553 | 2.47863 | 2.77871 | 3.43500 |
| **27** | 0.68368 | 1.31370 | 1.70329 | 2.05183 | 2.47266 | 2.77068 | 3.42103 |
| **28** | 0.68335 | 1.31253 | 1.70113 | 2.04841 | 2.46714 | 2.76326 | 3.40816 |
| **29** | 0.68304 | 1.31143 | 1.69913 | 2.04523 | 2.46202 | 2.75639 | 3.39624 |
| **30** | 0.68276 | 1.31042 | 1.69726 | 2.04227 | 2.45726 | 2.75000 | 3.38518 |
| **31** | 0.68249 | 1.30946 | 1.69552 | 2.03951 | 2.45282 | 2.74404 | 3.37490 |
| **32** | 0.68223 | 1.30857 | 1.69389 | 2.03693 | 2.44868 | 2.73848 | 3.36531 |
| **33** | 0.68200 | 1.30774 | 1.69236 | 2.03452 | 2.44479 | 2.73328 | 3.35634 |
| **34** | 0.68177 | 1.30695 | 1.69092 | 2.03224 | 2.44115 | 2.72839 | 3.34793 |
| **35** | 0.68156 | 1.30621 | 1.68957 | 2.03011 | 2.43772 | 2.72381 | 3.34005 |
| **36** | 0.68137 | 1.30551 | 1.68830 | 2.02809 | 2.43449 | 2.71948 | 3.33262 |
| **37** | 0.68118 | 1.30485 | 1.68709 | 2.02619 | 2.43145 | 2.71541 | 3.32563 |
| **38** | 0.68100 | 1.30423 | 1.68595 | 2.02439 | 2.42857 | 2.71156 | 3.31903 |
| **39** | 0.68083 | 1.30364 | 1.68488 | 2.02269 | 2.42584 | 2.70791 | 3.31279 |
| **40** | 0.68067 | 1.30308 | 1.68385 | 2.02108 | 2.42326 | 2.70446 | 3.30688 |
| **Pr** | **0.25** | **0.10** | **0.05** | **0.025** | **0.01** | **0.005** | **0.001** |
| **df** | **0.50** | **0.20** | **0.10** | **0.050** | **0.02** | **0.010** | **0.002** |
| **41** | 0.68052 | 1.30254 | 1.68288 | 2.01954 | 2.42080 | 2.70118 | 3.30127 |
| **42** | 0.68038 | 1.30204 | 1.68195 | 2.01808 | 2.41847 | 2.69807 | 3.29595 |
| **43** | 0.68024 | 1.30155 | 1.68107 | 2.01669 | 2.41625 | 2.69510 | 3.29089 |
| **44** | 0.68011 | 1.30109 | 1.68023 | 2.01537 | 2.41413 | 2.69228 | 3.28607 |
| **45** | 0.67998 | 1.30065 | 1.67943 | 2.01410 | 2.41212 | 2.68959 | 3.28148 |
| **46** | 0.67986 | 1.30023 | 1.67866 | 2.01290 | 2.41019 | 2.68701 | 3.27710 |
| **47** | 0.67975 | 1.29982 | 1.67793 | 2.01174 | 2.40835 | 2.68456 | 3.27291 |
| **48** | 0.67964 | 1.29944 | 1.67722 | 2.01063 | 2.40658 | 2.68220 | 3.26891 |
| **49** | 0.67953 | 1.29907 | 1.67655 | 2.00958 | 2.40489 | 2.67995 | 3.26508 |
| **50** | 0.67943 | 1.29871 | 1.67591 | 2.00856 | 2.40327 | 2.67779 | 3.26141 |
| **51** | 0.67933 | 1.29837 | 1.67528 | 2.00758 | 2.40172 | 2.67572 | 3.25789 |
| **52** | 0.67924 | 1.29805 | 1.67469 | 2.00665 | 2.40022 | 2.67373 | 3.25451 |
| **53** | 0.67915 | 1.29773 | 1.67412 | 2.00575 | 2.39879 | 2.67182 | 3.25127 |
| **54** | 0.67906 | 1.29743 | 1.67356 | 2.00488 | 2.39741 | 2.66998 | 3.24815 |
| **55** | 0.67898 | 1.29713 | 1.67303 | 2.00404 | 2.39608 | 2.66822 | 3.24515 |
| **56** | 0.67890 | 1.29685 | 1.67252 | 2.00324 | 2.39480 | 2.66651 | 3.24226 |
| **57** | 0.67882 | 1.29658 | 1.67203 | 2.00247 | 2.39357 | 2.66487 | 3.23948 |
| **58** | 0.67874 | 1.29632 | 1.67155 | 2.00172 | 2.39238 | 2.66329 | 3.23680 |
| **59** | 0.67867 | 1.29607 | 1.67109 | 2.00100 | 2.39123 | 2.66176 | 3.23421 |
| **60** | 0.67860 | 1.29582 | 1.67065 | 2.00030 | 2.39012 | 2.66028 | 3.23171 |
| **61** | 0.67853 | 1.29558 | 1.67022 | 1.99962 | 2.38905 | 2.65886 | 3.22930 |
| **62** | 0.67847 | 1.29536 | 1.66980 | 1.99897 | 2.38801 | 2.65748 | 3.22696 |
| **63** | 0.67840 | 1.29513 | 1.66940 | 1.99834 | 2.38701 | 2.65615 | 3.22471 |
| **64** | 0.67834 | 1.29492 | 1.66901 | 1.99773 | 2.38604 | 2.65485 | 3.22253 |
| **65** | 0.67828 | 1.29471 | 1.66864 | 1.99714 | 2.38510 | 2.65360 | 3.22041 |
| **66** | 0.67823 | 1.29451 | 1.66827 | 1.99656 | 2.38419 | 2.65239 | 3.21837 |
| **67** | 0.67817 | 1.29432 | 1.66792 | 1.99601 | 2.38330 | 2.65122 | 3.21639 |
| **68** | 0.67811 | 1.29413 | 1.66757 | 1.99547 | 2.38245 | 2.65008 | 3.21446 |
| **69** | 0.67806 | 1.29394 | 1.66724 | 1.99495 | 2.38161 | 2.64898 | 3.21260 |
| **70** | 0.67801 | 1.29376 | 1.66691 | 1.99444 | 2.38081 | 2.64790 | 3.21079 |
| **71** | 0.67796 | 1.29359 | 1.66660 | 1.99394 | 2.38002 | 2.64686 | 3.20903 |
| **72** | 0.67791 | 1.29342 | 1.66629 | 1.99346 | 2.37926 | 2.64585 | 3.20733 |
| **73** | 0.67787 | 1.29326 | 1.66600 | 1.99300 | 2.37852 | 2.64487 | 3.20567 |
| **74** | 0.67782 | 1.29310 | 1.66571 | 1.99254 | 2.37780 | 2.64391 | 3.20406 |
| **75** | 0.67778 | 1.29294 | 1.66543 | 1.99210 | 2.37710 | 2.64298 | 3.20249 |
| **77** | 0.67769 | 1.29264 | 1.66488 | 1.99125 | 2.37576 | 2.64120 | 3.19948 |
| **78** | 0.67765 | 1.29250 | 1.66462 | 1.99085 | 2.37511 | 2.64034 | 3.19804 |
| **79** | 0.67761 | 1.29236 | 1.66437 | 1.99045 | 2.37448 | 2.63950 | 3.19663 |
| **80** | 0.67757 | 1.29222 | 1.66412 | 1.99006 | 2.37387 | 2.63869 | 3.19526 |
| **Pr** | **0.25** | **0.10** | **0.05** | **0.025** | **0.01** | **0.005** | **0.001** | |
| **df** | **0.50** | **0.20** | **0.10** | **0.050** | **0.02** | **0.010** | **0.002** | |
| **81** | 0.67753 | 1.29209 | 1.66388 | 1.98969 | 2.37327 | 2.63790 | 3.19392 | |
| **82** | 0.67749 | 1.29196 | 1.66365 | 1.98932 | 2.37269 | 2.63712 | 3.19262 | |
| **83** | 0.67746 | 1.29183 | 1.66342 | 1.98896 | 2.37212 | 2.63637 | 3.19135 | |
| **84** | 0.67742 | 1.29171 | 1.66320 | 1.98861 | 2.37156 | 2.63563 | 3.19011 | |
| **85** | 0.67739 | 1.29159 | 1.66298 | 1.98827 | 2.37102 | 2.63491 | 3.18890 | |
| **86** | 0.67735 | 1.29147 | 1.66277 | 1.98793 | 2.37049 | 2.63421 | 3.18772 | |
| **87** | 0.67732 | 1.29136 | 1.66256 | 1.98761 | 2.36998 | 2.63353 | 3.18657 | |
| **88** | 0.67729 | 1.29125 | 1.66235 | 1.98729 | 2.36947 | 2.63286 | 3.18544 | |
| **89** | 0.67726 | 1.29114 | 1.66216 | 1.98698 | 2.36898 | 2.63220 | 3.18434 | |
| **90** | 0.67723 | 1.29103 | 1.66196 | 1.98667 | 2.36850 | 2.63157 | 3.18327 | |
| **91** | 0.67720 | 1.29092 | 1.66177 | 1.98638 | 2.36803 | 2.63094 | 3.18222 | |
| **92** | 0.67717 | 1.29082 | 1.66159 | 1.98609 | 2.36757 | 2.63033 | 3.18119 | |
| **93** | 0.67714 | 1.29072 | 1.66140 | 1.98580 | 2.36712 | 2.62973 | 3.18019 | |
| **94** | 0.67711 | 1.29062 | 1.66123 | 1.98552 | 2.36667 | 2.62915 | 3.17921 | |
| **95** | 0.67708 | 1.29053 | 1.66105 | 1.98525 | 2.36624 | 2.62858 | 3.17825 | |
| **96** | 0.67705 | 1.29043 | 1.66088 | 1.98498 | 2.36582 | 2.62802 | 3.17731 | |
| **97** | 0.67703 | 1.29034 | 1.66071 | 1.98472 | 2.36541 | 2.62747 | 3.17639 | |
| **98** | 0.67700 | 1.29025 | 1.66055 | 1.98447 | 2.36500 | 2.62693 | 3.17549 | |
| **99** | 0.67698 | 1.29016 | 1.66039 | 1.98422 | 2.36461 | 2.62641 | 3.17460 | |
| **100** | 0.67695 | 1.29007 | 1.66023 | 1.98397 | 2.36422 | 2.62589 | 3.17374 | |
| **101** | 0.67693 | 1.28999 | 1.66008 | 1.98373 | 2.36384 | 2.62539 | 3.17289 | |
| **102** | 0.67690 | 1.28991 | 1.65993 | 1.98350 | 2.36346 | 2.62489 | 3.17206 | |
| **103** | 0.67688 | 1.28982 | 1.65978 | 1.98326 | 2.36310 | 2.62441 | 3.17125 | |
| **104** | 0.67686 | 1.28974 | 1.65964 | 1.98304 | 2.36274 | 2.62393 | 3.17045 | |
| **105** | 0.67683 | 1.28967 | 1.65950 | 1.98282 | 2.36239 | 2.62347 | 3.16967 | |
| **106** | 0.67681 | 1.28959 | 1.65936 | 1.98260 | 2.36204 | 2.62301 | 3.16890 | |
| **107** | 0.67679 | 1.28951 | 1.65922 | 1.98238 | 2.36170 | 2.62256 | 3.16815 | |
| **108** | 0.67677 | 1.28944 | 1.65909 | 1.98217 | 2.36137 | 2.62212 | 3.16741 | |
| **109** | 0.67675 | 1.28937 | 1.65895 | 1.98197 | 2.36105 | 2.62169 | 3.16669 | |
| **110** | 0.67673 | 1.28930 | 1.65882 | 1.98177 | 2.36073 | 2.62126 | 3.16598 | |

**Lampiran 9**

**F Table**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Titik Persentase Distribusi F untuk Probabilita = 0,05** | | | | | | | | |
|  | | | | | | | | |
| **df untuk**  **penyebut (N2)** | **Df untuk pembanding (N1)** | | | | | | | |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** |
| **1** | 161 | 199 | 216 | 225 | 230 | 234 | 237 | 239 |
| **2** | 18.51 | 19.00 | 19.16 | 19.25 | 19.30 | 19.33 | 19.35 | 19.37 |
| **3** | 10.13 | 9.55 | 9.28 | 9.12 | 9.01 | 8.94 | 8.89 | 8.85 |
| **4** | 7.71 | 6.94 | 6.59 | 6.39 | 6.26 | 6.16 | 6.09 | 6.04 |
| **5** | 6.61 | 5.79 | 5.41 | 5.19 | 5.05 | 4.95 | 4.88 | 4.82 |
| **6** | 5.99 | 5.14 | 4.76 | 4.53 | 4.39 | 4.28 | 4.21 | 4.15 |
| **7** | 5.59 | 4.74 | 4.35 | 4.12 | 3.97 | 3.87 | 3.79 | 3.73 |
| **8** | 5.32 | 4.46 | 4.07 | 3.84 | 3.69 | 3.58 | 3.50 | 3.44 |
| **9** | 5.12 | 4.26 | 3.86 | 3.63 | 3.48 | 3.37 | 3.29 | 3.23 |
| **10** | 4.96 | 4.10 | 3.71 | 3.48 | 3.33 | 3.22 | 3.14 | 3.07 |
| **11** | 4.84 | 3.98 | 3.59 | 3.36 | 3.20 | 3.09 | 3.01 | 2.95 |
| **12** | 4.75 | 3.89 | 3.49 | 3.26 | 3.11 | 3.00 | 2.91 | 2.85 |
| **13** | 4.67 | 3.81 | 3.41 | 3.18 | 3.03 | 2.92 | 2.83 | 2.77 |
| **14** | 4.60 | 3.74 | 3.34 | 3.11 | 2.96 | 2.85 | 2.76 | 2.70 |
| **15** | 4.54 | 3.68 | 3.29 | 3.06 | 2.90 | 2.79 | 2.71 | 2.64 |
| **16** | 4.49 | 3.63 | 3.24 | 3.01 | 2.85 | 2.74 | 2.66 | 2.59 |
| **17** | 4.45 | 3.59 | 3.20 | 2.96 | 2.81 | 2.70 | 2.61 | 2.55 |
| **18** | 4.41 | 3.55 | 3.16 | 2.93 | 2.77 | 2.66 | 2.58 | 2.51 |
| **19** | 4.38 | 3.52 | 3.13 | 2.90 | 2.74 | 2.63 | 2.54 | 2.48 |
| **20** | 4.35 | 3.49 | 3.10 | 2.87 | 2.71 | 2.60 | 2.51 | 2.45 |
| **21** | 4.32 | 3.47 | 3.07 | 2.84 | 2.68 | 2.57 | 2.49 | 2.42 |
| **22** | 4.30 | 3.44 | 3.05 | 2.82 | 2.66 | 2.55 | 2.46 | 2.40 |
| **23** | 4.28 | 3.42 | 3.03 | 2.80 | 2.64 | 2.53 | 2.44 | 2.37 |
| **24** | 4.26 | 3.40 | 3.01 | 2.78 | 2.62 | 2.51 | 2.42 | 2.36 |
| **25** | 4.24 | 3.39 | 2.99 | 2.76 | 2.60 | 2.49 | 2.40 | 2.34 |
| **26** | 4.23 | 3.37 | 2.98 | 2.74 | 2.59 | 2.47 | 2.39 | 2.32 |
| **27** | 4.21 | 3.35 | 2.96 | 2.73 | 2.57 | 2.46 | 2.37 | 2.31 |
| **28** | 4.20 | 3.34 | 2.95 | 2.71 | 2.56 | 2.45 | 2.36 | 2.29 |
| **29** | 4.18 | 3.33 | 2.93 | 2.70 | 2.55 | 2.43 | 2.35 | 2.28 |
| **30** | 4.17 | 3.32 | 2.92 | 2.69 | 2.53 | 2.42 | 2.33 | 2.27 |
| **31** | 4.16 | 3.30 | 2.91 | 2.68 | 2.52 | 2.41 | 2.32 | 2.25 |
| **32** | 4.15 | 3.29 | 2.90 | 2.67 | 2.51 | 2.40 | 2.31 | 2.24 |
| **33** | 4.14 | 3.28 | 2.89 | 2.66 | 2.50 | 2.39 | 2.30 | 2.23 |
| **34** | 4.13 | 3.28 | 2.88 | 2.65 | 2.49 | 2.38 | 2.29 | 2.23 |
| **35** | 4.12 | 3.27 | 2.87 | 2.64 | 2.49 | 2.37 | 2.29 | 2.22 |
| **36** | 4.11 | 3.26 | 2.87 | 2.63 | 2.48 | 2.36 | 2.28 | 2.21 |
| **df untuk**  **penyebut (N2)** | **df untuk pembilang (N1)** | | | | | | | |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** |
| **37**  **38**  **39**  **40**  **41**  **42**  **43**  **44**  **45**  **46** | 4.11  4.10  4.09  4.08  4.08  4.07  4.07  4.06  4.06  4.05 | 3.25  3.24  3.24  3.23  3.23  3.33  3.21  3.21  3.20  3.20 | 2.86  2.85  2.85  2.84  2.83  2.83  2.83  2.82  2.82  2.81 | 2.63  2.62  2.61  2.61  2.60  2.59  2.59  2.58  2.58  2.57 | 2.47  2.46  2.46  2.45  2.44  2.44  2.43  2.43  2.42  2.42 | 2.36  2.35  2.34  2.34  2.33  2.32  2.32  2.31  2.31  2.30 | 2.27  2.26  2.26  2.25  2.24  2.24  2.23  2.23  2.22  2.22 | 2.20  2.19  2.19  2.18  2.17  2.17  2.16  2.16  2.15  2.15 |
| **47** | 4.05 | 3.20 | 2.80 | 2.57 | 2.41 | 2.30 | 2.21 | 2.14 |
| **48** | 4.04 | 3.19 | 2.80 | 2.57 | 2.41 | 2.29 | 2.21 | 2.14 |
| **49** | 4.04 | 3.19 | 2.79 | 2.56 | 2.40 | 2.29 | 2.20 | 2.13 |
| **50** | 4.03 | 3.18 | 2.79 | 2.56 | 2.40 | 2.29 | 2.20 | 2.13 |
| **51** | 4.03 | 3.18 | 2.79 | 2.55 | 2.40 | 2.28 | 2.20 | 2.13 |
| **52** | 4.03 | 3.18 | 2.78 | 2.55 | 2.39 | 2.28 | 2.19 | 2.12 |
| **53** | 4.02 | 3.17 | 2.78 | 2.55 | 2.39 | 2.28 | 2.19 | 2.12 |
| **54** | 4.02 | 3.17 | 2.78 | 2.54 | 2.39 | 2.27 | 2.18 | 2.12 |
| **55** | 4.02 | 3.16 | 2.77 | 2.54 | 2.38 | 2.27 | 2.18 | 2.11 |
| **56** | 4.01 | 3.16 | 2.77 | 2.54 | 2.38 | 2.27 | 2.18 | 2.11 |
| **57** | 4.01 | 3.16 | 2.77 | 2.53 | 2.38 | 2.26 | 2.18 | 2.11 |
| **58** | 4.01 | 3.16 | 2.76 | 2.53 | 2.37 | 2.26 | 2.17 | 2.10 |
| **59** | 4.00 | 3.15 | 2.76 | 2.53 | 2.37 | 2.26 | 2.17 | 2.10 |
| **60** | 4.00 | 3.15 | 2.76 | 2.53 | 2.37 | 2.25 | 2.17 | 2.10 |
| **61** | 4.00 | 3.15 | 2.76 | 2.52 | 2.37 | 2.25 | 2.16 | 2.09 |
| **62** | 4.00 | 3.15 | 2.75 | 2.52 | 2.36 | 2.25 | 2.16 | 2.09 |
| **63** | 3.99 | 3.14 | 2.75 | 2.52 | 2.36 | 2.25 | 2.16 | 2.09 |
| **64** | 3.99 | 3.14 | 2.75 | 2.52 | 2.36 | 2.24 | 2.16 | 2.09 |
| **65** | 3.99 | 3.14 | 2.75 | 2.51 | 2.36 | 2.24 | 2.15 | 2.08 |
| **66** | 3.99 | 3.14 | 2.74 | 2.51 | 2.35 | 2.24 | 2.15 | 2.08 |
| **67** | 3.98 | 3.13 | 2.74 | 2.51 | 2.35 | 2.24 | 2.15 | 2.08 |
| **68** | 3.98 | 3.13 | 2.74 | 2.51 | 2.35 | 2.24 | 2.15 | 2.08 |
| **69** | 3.98 | 3.13 | 2.74 | 2.50 | 2.35 | 2.23 | 2.15 | 2.08 |
| **70** | 3.98 | 3.13 | 2.74 | 2.50 | 2.35 | 2.23 | 2.14 | 2.07 |
| **71** | 3.98 | 3.13 | 2.73 | 2.50 | 2.34 | 2.23 | 2.14 | 2.07 |
| **72** | 3.97 | 3.12 | 2.73 | 2.50 | 2.34 | 2.23 | 2.14 | 2.07 |
| **73** | 3.97 | 3.12 | 2.73 | 2.50 | 2.34 | 2.23 | 2.14 | 2.07 |
| **74** | 3.97 | 3.12 | 2.73 | 2.50 | 2.34 | 2.22 | 2.14 | 2.07 |
| **75** | 3.97 | 3.12 | 2.73 | 2.49 | 2.34 | 2.22 | 2.13 | 2.06 |
| **76** | 3.97 | 3.12 | 2.72 | 2.49 | 2.33 | 2.22 | 2.13 | 2.06 |
| **77** | 3.97 | 3.12 | 2.72 | 2.49 | 2.33 | 2.22 | 2.13 | 2.06 |
| **78** | 3.96 | 3.11 | 2.72 | 2.49 | 2.33 | 2.22 | 2.13 | 2.06 |
| **79** | 3.96 | 3.11 | 2.72 | 2.49 | 2.33 | 2.22 | 2.13 | 2.06 |
| **80** | 3.96 | 3.11 | 2.72 | 2.49 | 2.33 | 2.21 | 2.13 | 2.06 |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Df untuk penyebut (N2)** | **Df untuk pembilang (N1)** | | | | | | | |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** |
| **81** | 3.96 | 3.11 | 2.72 | 2.48 | 2.33 | 2.21 | 2.12 | 2.05 |
| **82** | 3.96 | 3.11 | 2.72 | 2.48 | 2.33 | 2.21 | 2.12 | 2.05 |
| **83** | 3.96 | 3.11 | 2.71 | 2.48 | 2.32 | 2.21 | 2.12 | 2.05 |
| **84** | 3.95 | 3.11 | 2.71 | 2.48 | 2.32 | 2.21 | 2.12 | 2.05 |
| **85** | 3.95 | 3.10 | 2.71 | 2.48 | 2.32 | 2.21 | 2.12 | 2.05 |
| **86** | 3.95 | 3.10 | 2.71 | 2.48 | 2.32 | 2.21 | 2.12 | 2.05 |
| **87** | 3.95 | 3.10 | 2.71 | 2.48 | 2.32 | 2.20 | 2.12 | 2.05 |
| **88** | 3.95 | 3.10 | 2.71 | 2.48 | 2.32 | 2.20 | 2.12 | 2.05 |
| **89** | 3.95 | 3.10 | 2.71 | 2.47 | 2.32 | 2.20 | 2.11 | 2.04 |
| **90** | 3.95 | 3.10 | 2.71 | 2.47 | 2.32 | 2.20 | 2.11 | 2.04 |
| **91** | 3.95 | 3.10 | 2.70 | 2.47 | 2.31 | 2.20 | 2.11 | 2.04 |
| **92** | 3.94 | 3.10 | 2.70 | 2.47 | 2.31 | 2.20 | 2.11 | 2.04 |
| **93** | 3.94 | 3.09 | 2.70 | 2.47 | 2.31 | 2.20 | 2.11 | 2.04 |
| **94** | 3.94 | 3.09 | 2.70 | 2.47 | 2.31 | 2.20 | 2.11 | 2.04 |
| **95** | 3.94 | 3.09 | 2.70 | 2.47 | 2.31 | 2.20 | 2.11 | 2.04 |
| **96** | 3.94 | 3.09 | 2.70 | 2.47 | 2.31 | 2.19 | 2.11 | 2.04 |
| **97** | 3.94 | 3.09 | 2.70 | 2.47 | 2.31 | 2.19 | 2.11 | 2.04 |
| **98** | 3.94 | 3.09 | 2.70 | 2.46 | 2.31 | 2.19 | 2.10 | 2.03 |
| **99** | 3.94 | 3.09 | 2.70 | 2.46 | 2.31 | 2.19 | 2.10 | 2.03 |
| **100** | 3.94 | 3.09 | 2.70 | 2.46 | 2.31 | 2.19 | 2.10 | 2.03 |
| **101** | 3.94 | 3.09 | 2.69 | 2.46 | 2.30 | 2.19 | 2.10 | 2.03 |
| **102** | 3.93 | 3.09 | 2.69 | 2.46 | 2.30 | 2.19 | 2.10 | 2.03 |
| **103** | 3.93 | 3.08 | 2.69 | 2.46 | 2.30 | 2.19 | 2.10 | 2.03 |
| **104** | 3.93 | 3.08 | 2.69 | 2.46 | 2.30 | 2.19 | 2.10 | 2.03 |
| **105** | 3.93 | 3.08 | 2.69 | 2.46 | 2.30 | 2.19 | 2.10 | 2.03 |
| **106** | 3.93 | 3.08 | 2.69 | 2.46 | 2.30 | 2.19 | 2.10 | 2.03 |
| **107** | 3.93 | 3.08 | 2.69 | 2.46 | 2.30 | 2.18 | 2.10 | 2.03 |
| **108** | 3.93 | 3.08 | 2.69 | 2.46 | 2.30 | 2.18 | 2.10 | 2.03 |
| **109** | 3.93 | 3.08 | 2.69 | 2.45 | 2.30 | 2.18 | 2.09 | 2.02 |
| **110** | 3.93 | 3.08 | 2.69 | 2.45 | 2.30 | 2.18 | 2.09 | 2.02 |
| **111** | 3.93 | 3.08 | 2.69 | 2.45 | 2.30 | 2.18 | 2.09 | 2.02 |
| **112** | 3.93 | 3.08 | 2.69 | 2.45 | 2.30 | 2.18 | 2.09 | 2.02 |
| **113** | 3.93 | 3.08 | 2.68 | 2.45 | 2.29 | 2.18 | 2.09 | 2.02 |
| **114** | 3.92 | 3.08 | 2.68 | 2.45 | 2.29 | 2.18 | 2.09 | 2.02 |
| **115** | 3.92 | 3.08 | 2.68 | 2.45 | 2.29 | 2.18 | 2.09 | 2.02 |
| **116** | 3.92 | 3.07 | 2.68 | 2.45 | 2.29 | 2.18 | 2.09 | 2.02 |
| **117** | 3.92 | 3.07 | 2.68 | 2.45 | 2.29 | 2.18 | 2.09 | 2.02 |
| **118** | 3.92 | 3.07 | 2.68 | 2.45 | 2.29 | 2.18 | 2.09 | 2.02 |
| **119** | 3.92 | 3.07 | 2.68 | 2.45 | 2.29 | 2.18 | 2.09 | 2.02 |
| **120** | 3.92 | 3.07 | 2.68 | 2.45 | 2.29 | 2.18 | 2.09 | 2.02 |